



KanCare Member Education Meetings

October 1-3 and 8, 2018

## Agenda

- Welcome and Introductions
- KanCare Overview
- What changes are coming?
- What do you need to do?
- MCO presentations
- Questions
- Wrap-up



# KanCare Member Education Meetings

## KanCare Overview

- KanCare provides services to over 400,000 people
- KanCare serves pregnant women, children, seniors and people with disabilities
- All services provided through managed care organizations (MCOs) to make sure all services work well for you
- Focused on wellness and avoiding health problems

## KanCare MCOs

- First contracts were with:
  - Amerigroup of Kansas (Amerigroup)
  - Sunflower State Health Plan (Sunflower)
  - UnitedHealthcare of the Midwest (United)
- Federal government wants Kansas to create new contracts regularly
- Beginning January 1, 2019, Kansas has contracted with:
  - Aetna Better Health (Aetna)
  - Sunflower
  - United

## What is Covered?

- You can still get all the services you get now. These include:
  - Doctor's appointments and hospital visits
  - Treatment for mental illness and substance use disorders
  - Prescription drugs
  - Nursing facility care and in home help
  - Transportation
  - All other services you are getting now



# KanCare Member Education Meetings

## KanCare Protections for You

- You can choose your KanCare health plan (MCO)
- You can choose your doctor
- You can change your doctor
- If a doctor you need is only available in a different town, the health plan must provide you transportation

## More KanCare Protections for You

- If you have a problem, a member advocate will help you file a complaint with your MCO
- Each MCO will have a group of members to advise them, this will be called a Member Advisory Council
- You will be asked how you like your MCO
- There are still no co-pays in KanCare

## Good News about KanCare

- New extra (value-added) services offered by each KanCare MCO
- Improved service coordination for more people with serious health conditions or complex needs
- Continued basic adult dental services
- Same providers
- Same services

## What will Stay the Same

- Your current services
- Your Medicaid ID number
- Your right to appeal
- Your right to choose your MCO each year

## What will Change for Amerigroup Members

- Amerigroup will no longer be a KanCare MCO (after January 1, 2019)
- Amerigroup will make sure you get the services you need through December 31, 2018
- In early October, you will get a packet with a letter assigning you to Aetna starting in January 2019
- If you want to stay with Aetna, you do not have to do anything
- If you want to choose Sunflower or United, the letter will tell you how to do that

# Enrollment Letter

## TO CHANGE

1. There are 3 ways **to change** the KanCare plan choice – Web, Mail or Phone ♦ Enroll online at <https://www.kmap-state-ks.us/hcp/member>
  - ♦ Mail the completed Enrollment Form in the enclosed envelope.  
Please allow three (3) days for mail time.
  - ♦ Call the Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777)
2. To get a copy of the plans' provider lists, call the Enrollment Center at 1-866-305-5147 or go to the website:
  - SUNFLOWER STATE HEALTH PLAN INC: [www.sunflowerstatehealth.com](http://www.sunflowerstatehealth.com)
  - UNITEDHEALTHCARE COMMUNITY PLAN – KANSAS: [www.uhccommunityplan.com](http://www.uhccommunityplan.com)
  - AETNA BETTER HEALTH OF KANSAS: [www.aetnabetterhealth.com/kansas](http://www.aetnabetterhealth.com/kansas)
3. You will have until the Choice Period End Date on the enclosed Enrollment Form to make changes. You will receive a letter telling you the effective date of your plan change.

• MCO Choice Form

000000001  
 Case Head Name  
 Member Address  
 City, State ZIP

September 13, 2018

**Choice Period Ends:  
 April 3, 2019**

Case Number

<b>Member Name ID</b>	<b>Current KanCare Plan</b>	<b>To Change Plans Put an X in the box by your choice</b>
Member Name Member ID	AETNA BETTER HEALTH OF KANSAS 855-221-5656	<input type="checkbox"/> SUNFLOWER STATE HEALTH PLAN INC <input type="checkbox"/> UNITEDHEALTHCARE COMMUNITY PLAN – KANSAS

If you are happy with the current KanCare plan listed above, you do not need to call or return this form.  
 If you do change, you will get a letter showing your change has been made.

## What will Change for Everyone

- Enrollment packets will be sent, beginning in October
- Will contain a letter telling you what MCO you are assigned to
- You will be assigned to the MCO you have now
- You can choose a different MCO or stay with the one you have now
- You will have until April 3, 2019 to make your choice
- There will be a phone number and a form in your packet; you can use either one to make your choice

- Extra Services

### Health Plan Highlights for 2019

Look at the highlighted services below to compare plans. All physical, mental, and substance abuse services are the same in each MCO. The table below shows the extra services you can receive in KanCare. Please contact your MCO by phone or the MCO website for additional details related to the value added services. For a complete, up-to-date listing of the plans extra services, please see the KanCare website at <http://www.kancare.ks.gov/providers/health-plan-information> or each health plan posts their own extra services on their websites.

 <p>Aetna Better Health<sup>®</sup> of Kansas <b>1-855-221-5656 (TTY 711)</b></p>	 <p><b>sunflower</b> health plan<sup>™</sup> <b>1-877-644-4623</b></p>	 <p><b>UnitedHealthcare<sup>®</sup></b> Community Plan <b>1-877-542-9238</b></p>
<p>Members 21 yrs. and older receive \$500 per year toward dental services, including: Dental exams/cleanings twice each year, Annual bitewing X-rays, Fillings and extractions and Fluoride treatments.</p>	<p>Two dental visits (cleanings, screenings) for adults 21 and older every year.</p> <ul style="list-style-type: none"> <li>• Dentures are covered for members receiving Frail &amp; Elderly waiver benefits. Eligibility is based on determination of need.</li> </ul>	<p>Any member age 21 and over can visit a participating dental provider to get screenings, x-rays, cleanings and filling restorations. Members have a maximum benefit of \$500 per calendar year for covered services.</p> <p>Dentures are covered for eligible Frail and Elderly waiver members at no cost.</p>

# MCO Presentations

- [Aetna](#)
- [Sunflower](#)
- [United](#)

## Your Questions

- Please wait for a microphone
- One question at a time (we'll come back if needed)
- If you'd rather, use a notecard to write your comment
  - Let us know if you need assistance

## Things to Remember

- Don't throw away your packet!
- Read everything carefully or have someone read it to you
- Look at the extra services chart (the big one) to see what extra services are best for you
- Check with your doctor or call the MCO to see if your doctor is in the MCO network

## More Things to Remember

- If you don't want to change the MCO you are with, do nothing
- If you want to change:
  - Call the number on the form, or
  - Return the form with your choice checked
- You have until April 3, 2019 to make your final choice
- You will continue to choose your MCO every year after that



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## Questions? Contact Us:

Call: 866-305-5147

Go to our website: [www.kancare.ks.gov](http://www.kancare.ks.gov)



*Protect and Improve the Health and Environment of all Kansans*